

Rutherford County Department of Social Services

"Committed to Providing Essential Services"

ANNUAL REPORT

2011-2012



Mission Statement

To support, protect, and enhance the quality of life in Rutherford County by partnering with families and the community to provide needed services and meaningful opportunities for our citizens.

Vision Statement

Rutherford County DSS is an agency that partners with all county citizens to promote a safe, healthy, self-reliant, economically secure community where citizens are empowered to improve the quality of their lives.

Core Values

Service: To provide services in a prompt and respectful manner that are responsive; ethical; effective; fair; and consistent with governing laws, rules and policies while utilizing county resources in the most efficient manner.

Flexibility: To always look forward and adapt services to the ever changing needs of the community and provide consumers with the information to better serve those needs.

Accountability: To accept responsibility for our actions and behaviors and be accountable to each other, consumers, and to the community for professional conduct and the responsible use of tax payer dollars.

Integrity: To always serve the community and employees with honesty, fairness, and respect.

Diversity: To recognize and respect differences and values among all people without regard to race, gender, religion, age, sexual orientation or disability.

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Visit us on the web: http://www.rutherfordcountync.gov/dept/social_services/Main.php

PROGRAM HIGHLIGHTS

- Issued 167 work permits, 221 fishing licenses, and registered 901 people to vote.
- Investigated or assessed 1040 reports of child abuse/neglect involving 1454 children. Of this number, 344 children were substantiated as abused and /or neglected; 69 children were found to be in need of services. 23 children were provided services during the assessment and Services were recommended for 152 children.
- 51 children were taken into custody by court order. Services were provided to a monthly average of 91 children in foster care.
- 313 Child and Family Team Meetings were held to help guide families through issues related to Child Protective Services and Foster Care involvement.
- Licensed or re-licensed 9 foster homes for children and trained 27 prospective foster and adoptive families through Model Approach to Positive Parenting (MAPP).
- Placed 12 children in adoptive homes and finalized 7 adoptions of children in our custody and 10 adoption of children not in our custody.
- Subsidized child care for an average of 675 children per month at an average cost of \$224,019 allowing parents/caretakers to maintain employment, attend school, or receive job training.
- Investigated 64 reports of abuse, neglect and exploitation of elderly/disabled adults. Of those, 10 consumers were determined to be abused, neglected or exploited and were provided protective services.
- Monitored a total of 17 Adult Care Homes.
- Served as court-appointed guardian for 20 adults and served as protective payees for 11 individuals.
- Collected \$4,806,703 in child support payments for children, located 814 absent parents, established 439 support obligations, and initiated 5,675 enforcement actions. Child support enforcement officers handled an average of 3,488 cases per month.
- Issued an average of \$1,820,286 per month in Food and Nutrition benefits to 7,022 households.
- Took an average of 217 applications per month for Adult Medicaid and 370 applications per month for Family and Children's Medicaid. An average of 4,060 children per month were enrolled in Medicaid and an average of 771 children per month participated in North Carolina Health Choice for Children
- 50 Work First Consumers obtained employment and became self-sufficient through the Work First Assistance Program.
- Serviced a total of 42 consumers and 12 local employers in Subsidized Employment Program. 17 of these participants obtained permanent employment.
- Subsidized child care for an average of 675 children per month at an average cost of \$224,019 allowing parents/caretakers to maintain employment, attend school, or receive job training.
- Investigated 825 cases of public welfare fraud and recovered \$24,880.21 incentive paid to the county.
- Authorized 1361 Medicaid recipients for Medicaid Transportation Services with an average of 2477 monthly trips.
- Assisted 2,244 households through the Crisis Intervention Program and 599 households through the Low Income Energy Assistance Program totaling \$815,434.98.

AGENCY HIGHLIGHTS - 2011-12

Consumer Satisfaction Survey Indicates Excellent Customer Service

During the months of February and March 2012 the agency distributed a Consumer Satisfaction Survey to all consumers seen in the Income Maintenance and Child Care Subsidy Departments. 235 of these surveys were completed and returned. The responses yielded the following results.

- 74% reported a wait time of 15 minutes or less, 10% 30 minutes or less, and 3% one hour or less
- 97% agreed that programs were clearly explained to them
- 99.5% agreed that the building was clean and comfortable
- 98% agreed that they received answers to their questions and concerns
- 99.5% agreed that they were treated fairly
- 99% agreed that they were treated with dignity and respect by their caseworker
- 99% agreed that their DSS caseworker was helpful

Creative Ways to Meet Increasing Workloads with Current Resources

With ever increasing caseloads in Income Maintenance and the implementation of NC FAST the agency had to look for creative ways to utilize its current resources to meet the growing work demands.

In late spring a full time Income Maintenance Caseworker II position was reallocated to create three part time Income Maintenance Tech positions. By utilizing the full cost of the IM Position we were able to get 60 hours of labor from the two part time positions versus 37.5 from the full time position. The technicians perform clerical type functions that a caseworker would normally do as part of their casework responsibilities. Some examples of this are: Calling on Medical bills, sending out review packets, keeping up with DDS paperwork, sitting in on hearings and sending off hearing paperwork and logging the hearings within the allowed time frame, reconciling daily intake logs, running On-Line Verifications and property checks, faxing bank verifications, calling Social Security office, calling clients to remind them to send in their reviews, reconciling reports, and working on return mail. This process began in the Adult Medicaid Unit and was so successful that it was expanded to other programs. To date three full time positions have been reallocated giving us six Income Maintenance Technician positions. This concept allows the caseworkers to focus more on eligibility and provide more attention to detail to ensure accuracy.

In February 2012, the Food and Nutrition Services Department restructured how applications are taken and ongoing cases are maintained through a process called Task Management. All individual cases are assigned district or worker numbers and caseworkers are assigned specific duties on a weekly basis. Tasks Management duties are: Intake: Three workers are responsible for taking applications on clients who come into the agency to apply for FNS benefits and are not currently receiving; Walk-In: Workers see clients who walk in the agency to make a change or want to see a caseworker for any other changes except to make an application; Phone Duty: One worker receives all the phone calls for the FNS Department weekly and makes as many changes as possible reported by the client; Processors-Five workers process pending reviews, process changes and work on pending applications.

Additional Space Added to Meet Growing Needs

In late summer 2012 the agency was able to obtain much needed space in the Rutherford Center, the building adjacent to our main building that once housed the county's mental health services. Child Support and Adult Services, including the CIP and LIEAP programs, have been in this building for several years. With only minor renovations and repairs we were able to move foster care and adoption services to this area. This afforded us additional space in the main building for much needed offices, and conference and storage space. The adoption and foster care areas have private offices for all staff, a large waiting area, both a large and small conference room, and a large well equipped visitation room. Also housed in this building are Parkway Behavioral Health Services and the Probation and Parole Office.



Banquet Celebrates Accomplishments and Successes of Adoption and Foster Care

Dr. Michael Jackson speaks at the
2011 Annual Adoption and Foster
Care Banquet.

On November 1, 2012 the Annual Adoption Banquet was held at the Carolina Event and Conference Center in Forest City to honor families in our community that have opened their homes to children in the Department of Social Services Custody. These families have provided adoptive and foster homes to our children. A buffet of Italian food was served. The guest speaker for the event was a local dentist, Dr. Michael Jackson. Dr. Jackson spent some of his childhood years in the foster care system. Dr. Jackson's message was never, never, never give up. He spoke about how he was that troublesome, ungrateful child while living in foster care and was moved several times. But one family came along and he spoke about how for many years they would never know how they had positively influenced his life and helped him to be able to become a productive member of society. His message to our families was that even though they may not know it at the time that they are making a difference in children's lives, that they should never give up. The event was attended by local citizens of our community to honor our families. Among those in attendance were Department Staff, Guardian at Litems, Court Personnel, including Judges and clerks and other individuals in our community that support our children. We are looking forward to our banquet on November 8th of this year.



Foster Parent Recruitment Campaign

A recruitment campaign was held within our community during the Month of May in order to attempt to find families in our community that were interested in becoming foster parents for the Department. May is foster parent appreciation month. Mailings were sent to approximately 150 churches in our area asking them to make their congregations aware of the need for foster parents in our community. Bulletins were provided for their bulletin boards about an event at the Forest City Club House that was held on June 3, 2012. Department staff was available to meet with interested individuals/families and to provide them with any information they might need regarding the licensing process. Churches were also offered inserts to place in their bulletins during the month of May and handouts that could be placed in areas of the church where they would be visible. A newspaper article was also done regarding the need for foster parents in our community and the June 3rd event.

Rutherford County Social Services Board

Many thanks to our loyal and faithful DSS Board for their leadership, guidance, and support during 2011-12

Ms. Jacqueline Hampton, Chairman*

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Mr. Steve Wright, Vice Chairman

4298 Hudlow Road
Rutherfordton, North Carolina 28139
828-287-7681

Mr. Julius Owens

154 Goshen Road
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Mrs. Margaret Helton

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Mrs. Inez Spratt,

916 Piney Mountain Church Road
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828-453-7378

*Term Ended June 2012

Employees of the Quarter for 2012



3rd Quarter – 2011
Kelly Murray
Adult Medicaid



4th Quarter – 2011
Andrea Denning
Children's Services



1st Quarter - 2012
Ann Padgett
Adult Services



2nd Quarter - 2012
Tiffany Dodd
Children's Services

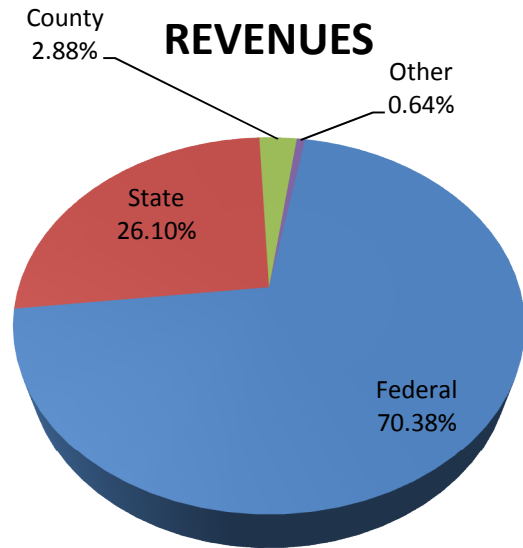
Rutherford County Department of Social Services

Total Revenues & Expenses 2011-2012

TOTAL REVENUES

Federal	\$	87,000,417
State	\$	32,265,211
County	\$	3,563,926
Other	\$	786,961
	\$	123,616,515

REVENUES



TOTAL EXPENSES

Medicaid	\$	88,077,648
FNS	\$	22,799,185
Day Care Asst.	\$	2,827,224
Foster Care & Adoption.	\$	2,755,034
Rest Home	\$	1,623,414
Children's Services	\$	1,600,481
Work First	\$	1,473,139
Crisis	\$	904,809
Adult Svcs.	\$	717,348
Child Support	\$	650,499
Other	\$	187,734
	\$	123,616,515

EXPENSES

